

Mobbing: The Journey – An Experience Report

Damon Skelhorn
Paul Clark

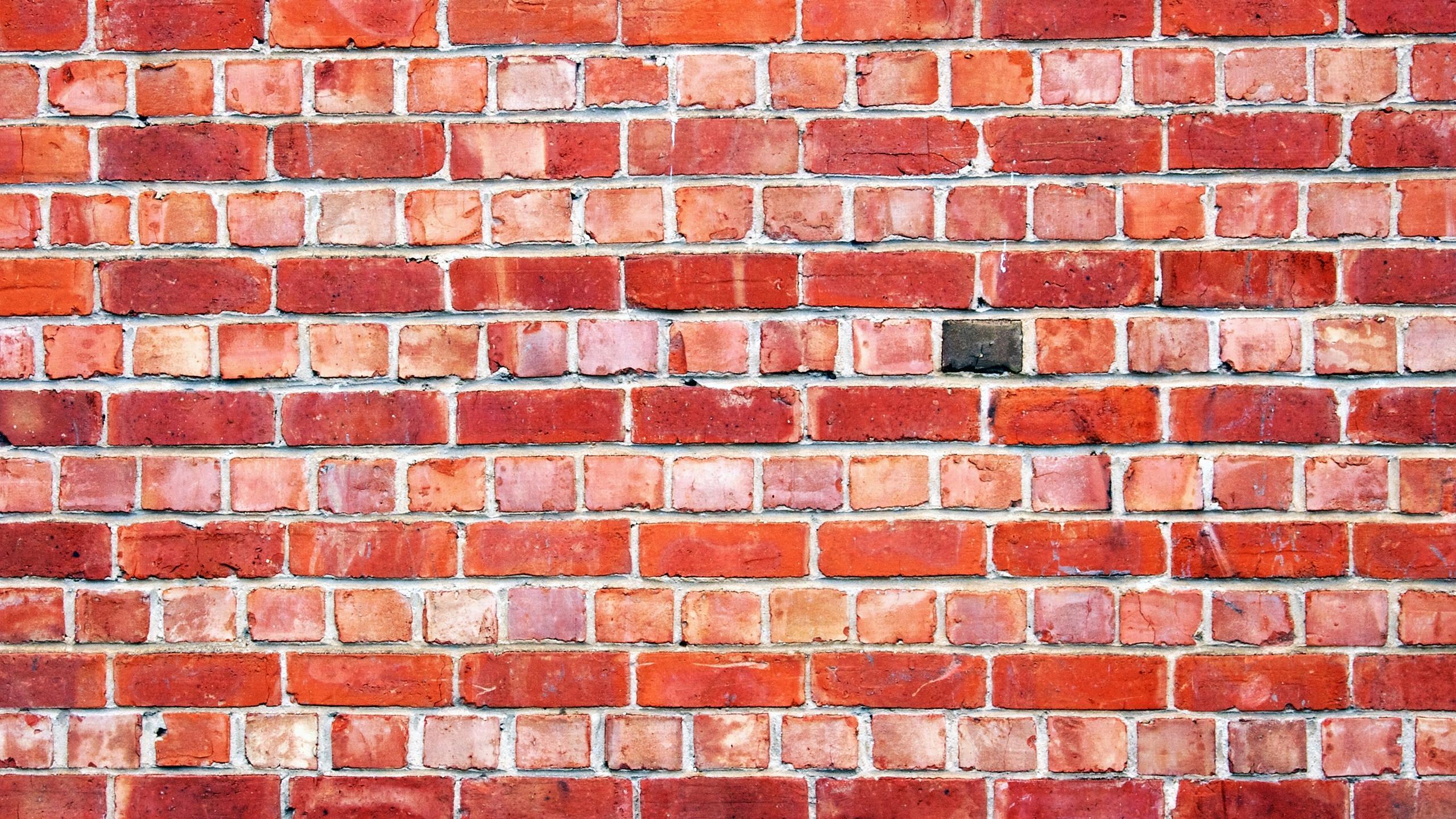
"The value of
another's experience
is to give us hope,
not to tell us how
or whether to proceed."

Peter Block

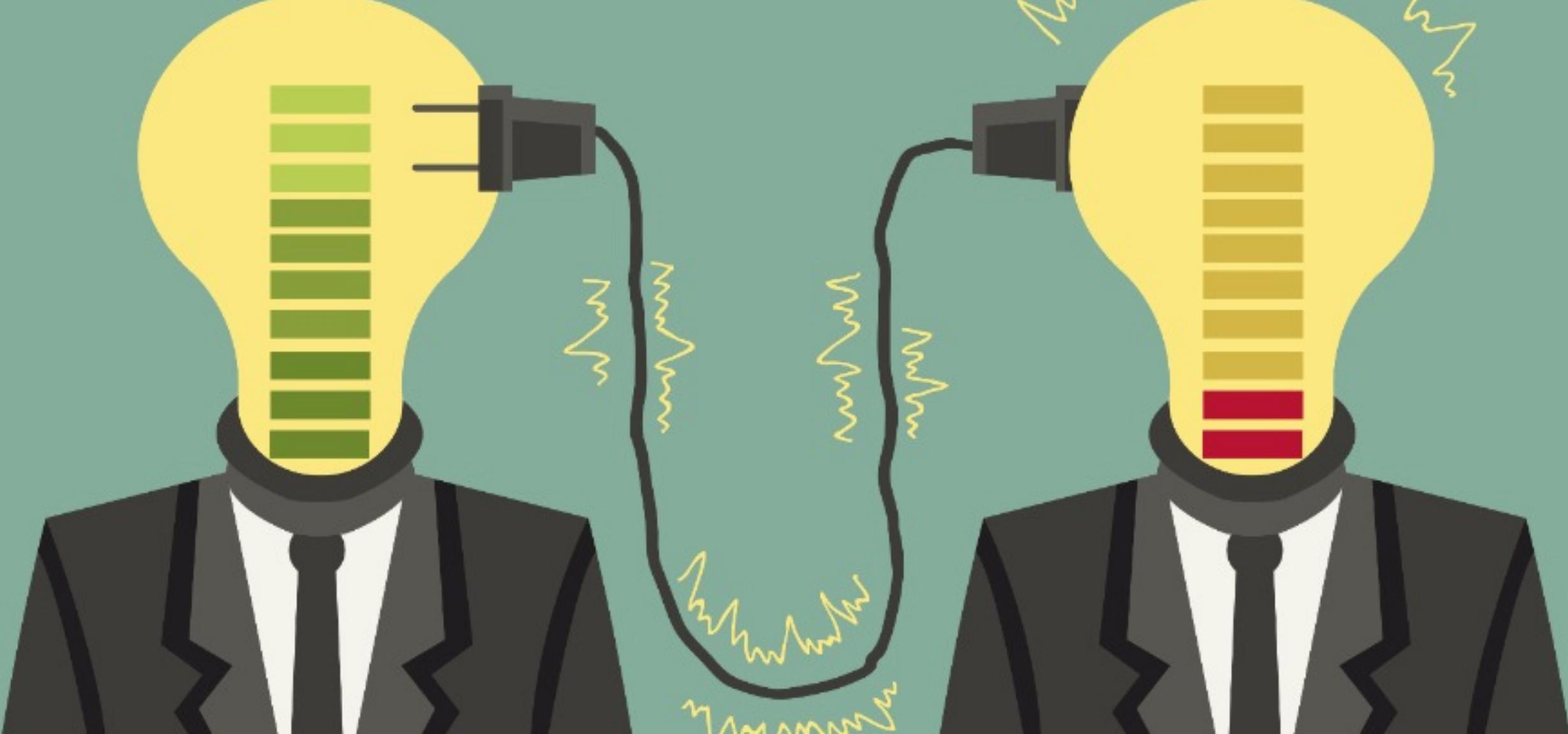








Knowledge Sharing



Refactoring



Smells & Refactorings Cue Cards

www.qwan.eu

QWAN
Quality Without A Name

Shotgun Surgery / Solution Sprawl

Your code smells of Shotgun Surgery when changes affect many classes, as opposed to Divergent Change where one class suffers from many changes.

Recognition

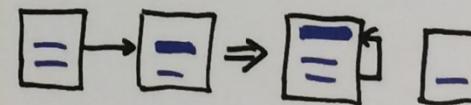
- you're changing many classes for apparently simple changes

Refactoring

- Move Method
- Move Field
- Inline Class

QWAN
Quality Without A Name

Move Field



QWAN
Quality Without A Name

Move Method

A method is using or being used by more features of another class than the class it is defined on.

Create a new method with similar body in the other class. Let the old method delegate to the new one or remove it altogether.

www.qwan.eu

QWAN
Quality Without A Name

Planning

Order Number

↳ my tabs

Attribute

Scope. Order Number

Order Detail

↳ new pane

Element
Scope

Sustainability



Mob Guiding Principles

Knowledge Sharing

Explain refactoring's more, why and how we do it
Driver should surrender if they're leading the navigators

Coding/Testing

Refactor whenever and wherever possible

Managing

Mini planning sessions before we start new work **or** if we've lost focus
Think long term, have a plan, don't just focus on the immediate thing

Sustainable

Take breaks
Feel free to break off and ensure day to day (email) is taken care of, ensure the mob continues

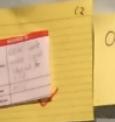
what they do.



The Sentinels

BACKLOG

AMEND PRODUCT
1+0 TRIGGERING
REBOOK EVENT



Order
Confirmation
✓

CLICK AND
COLLECT ✓
OPD
CONFIRMATION ✓



DAM
NOTIFICATION ✓

FRAUD CANCELLED
ORDER X

DAM
NOTIFICATION ✓

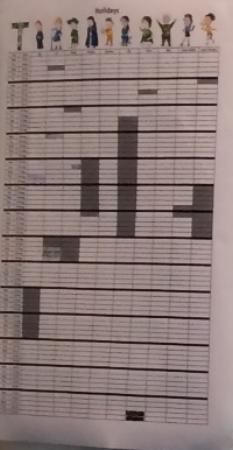
ORDER ✓
X

DELIVERY DATE
CONFIRMATION
FOR EBAY ✓

3rd Party (Rhenus)
Order Confirmation

RATE MY DRIVER-
REPORTING

READY
FOR DEV



IN DEV
QA

Identify orderline
on rebook email

All orderline
items in API
call.

Item no
with service
call.

EL line
with parameter
for extension

CS line
extension
for web service
Method.

CDC
no orderline
items in rebook event

What format
Want API
request?

CS line
extension
for web service

Method.

CDC
no orderline
items in rebook event

Henry
OMD

CB + Retro
GCDE
18153 Core
Public
Consumer
Retail

Define contract
+ Nugget Proj

IVR Rebook
NeuRelic
AppName

IVR DB
timeouts
(Box C) F

TEAM GOALS

1. Reduce Number of Contacts Per Order
2. Increase the Customer's AO Lifetime Value

Retro Actions

Write SETS TRUE
By FRIDAY
(All)

Pick beta/candidate
days for NewFeature
Mappings

RECAP ON WORK IN LAST SPRINT @ START OF RETRO

MOB
RETROS

AGREE MIGRATION APPROACH / FEATURE SWITCHES.

③ Laura "expander"
- Highlight these clearly when creating stories

Ivy
More Matters?

Team Improvement Backlog

BACKLOG

Create Service
Migrating All Games
To New Architecture

My Account JS
Tests

Extract ID into
a Service
Spike

Sync Messaging
(Brand Chars)

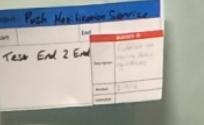
Headers + Footer
Service



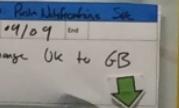
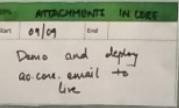
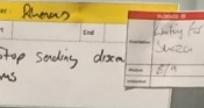
Project Tickets

Flyer Tickets

READY FOR DEV



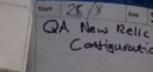
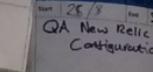
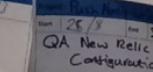
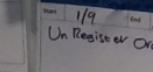
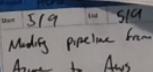
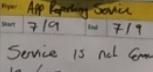
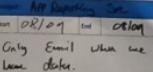
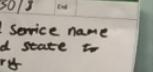
Putting Attachments
in CORE



WASTE



IN DEV QA



LIVE

NOTIFICATION ✓



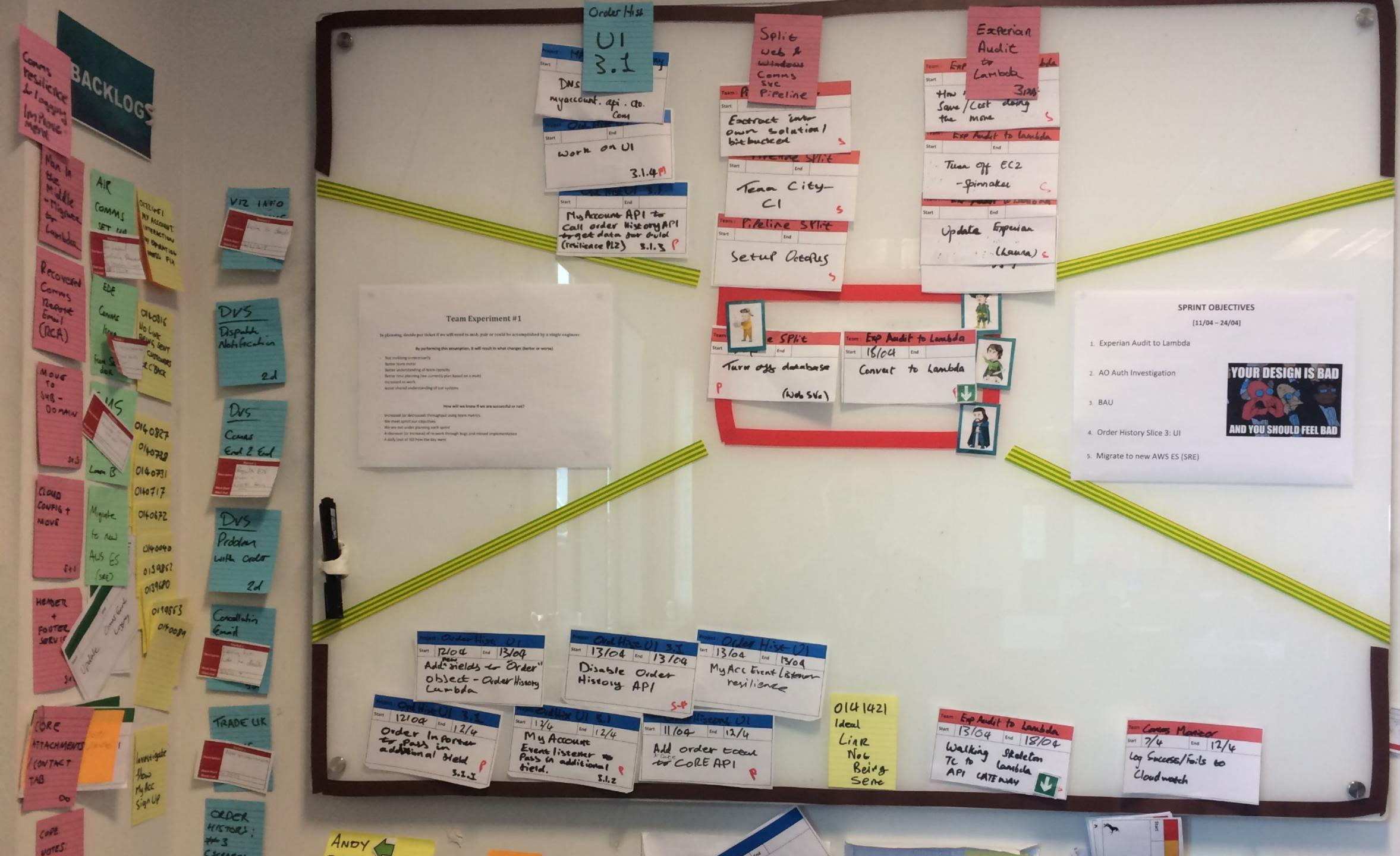
Retro Actions

WRITE SET TRUE
By FRIDAY
(ALI)

RECAP ON
WORK IN LAST
SPRINT @
START OF
RETRO
NOB
RETROS

AGREE
MIGRATION
APPROACH /
FEATURE
SWITCHES.

TRY
More Masters?



Retro Actions

MOB
FATIGUE?

5

HYPOTHESIS

EVALUATE

CHANGE

MOB
FATIGUE

EVALUATE

METRICS?

HYPOTHESE

CHANGE MOB
STRUCTURE

CHANGE



**WHAT WENT
RIGHT**

**WHAT WENT
WRONG**

WHAT WENT RIGHT

**REDUCED WASTE
AND REWORK**

WHAT WENT WRONG

WHAT WENT RIGHT

REDUCED WASTE
AND REWORK

SHARED
OWNERSHIP

WHAT WENT WRONG

WHAT WENT RIGHT

REDUCED WASTE
AND REWORK

SHARED
OWNERSHIP

RESILIENCE

WHAT WENT WRONG

WHAT WENT RIGHT

REDUCED WASTE
AND REWORK

SHARED
OWNERSHIP

RESILIENCE

QA/DEV
BOUNDARIES

WHAT WENT WRONG

WHAT WENT RIGHT

REDUCED WASTE
AND REWORK

SHARED
OWNERSHIP

RESILIENCE

QA/DEV
BOUNDARIES

WHAT WENT WRONG

COMMUNICATIO
N

WHAT WENT RIGHT

REDUCED WASTE
AND REWORK

SHARED
OWNERSHIP

RESILIENCE

QA/DEV
BOUNDARIES

WHAT WENT WRONG

COMMUNICATIO
N

WATCHING
PEOPLE WORK

WHAT WENT RIGHT

REDUCED WASTE
AND REWORK

SHARED
OWNERSHIP

RESILIENCE

QA/DEV
BOUNDARIES

WHAT WENT WRONG

COMMUNICATIO
N

WATCHING
PEOPLE WORK

ENVIRONMENT

WHAT WENT RIGHT

REDUCED WASTE
AND REWORK

SHARED
OWNERSHIP

RESILIENCE

QA/DEV
BOUNDARIES

WHAT WENT WRONG

COMMUNICATIO
N

WATCHING
PEOPLE WORK

ENVIRONMENT

SOCIAL &
TECHNICAL
LIMITATIONS

WHAT WENT RIGHT

REDUCED WASTE
AND REWORK

SHARED
OWNERSHIP

RESILIENCE

QA/DEV
BOUNDARIES

WHAT WENT WRONG

COMMUNICATIO
N

WATCHING
PEOPLE WORK

ENVIRONMENT

SOCIAL &
TECHNICAL
LIMITATIONS

PERCEPTION



No thanks!

We are
too busy

Questions?

- Damon Skelhorn
 - Twitter: @damonsk
 - Damon.Skelhorn@ao.com
- Paul Clark
 - Paul.Clark@ao.com

Resources:

<http://www.strongandagile.co.uk/index.php/the-hourglass-scrumban-board/>

https://en.wikipedia.org/wiki/Hawthorne_effect

<http://bikeshed.org/>

<http://oss.jahed.io/agility/timer.html>